

**ECONOMIC SERVICES ADMINISTRATION (ESA)
DSHS ADMINISTRATIVE POLICY 7.01
2009-10 PLAN & PROGRESS REPORT**

EXECUTIVE SUMMARY

I. KEY ACCOMPLISHMENTS AND FOCUS AREAS FOR THE FUTURE

A. STATE TRIBAL RELATIONS OFFICE

The ESA State Tribal Relations Office (STRO) supports the Administration in carrying forward the principles of consultation and cooperation set forth in the Centennial Accord and DSHS Administrative Policy 7.01.

STRO coordinates with all ESA Divisions on critical tribal-related activities including DSHS Administrative Policy 7.01 planning and reporting, Centennial Accord updates, and planning for IPAC and IPAC ESA-Division of Vocational Rehabilitation (DVR) Subcommittee meetings. STRO provides education and training to tribal governments, assists in the development of tribal-specific policy, and serves as a resource for the Administration, Tribes and Indian organizations on State/Tribal matters.

A key responsibility of STRO is the negotiation of Intergovernmental Agreements (IGAs) and data share agreements with Tribal TANF Tribes. IGA agreements are negotiated every three years. Washington State continues to have the highest number of Tribal TANF programs in the country. Ten Washington Tribes and one consortium (comprised of three Tribes) currently operate 11 Tribal TANF programs.

In March 2009, STRO completed an IGA with the South Puget Intertribal Planning Agency (SPIPA) to provide funding to support the SPIPA TANF program's expansion to the Puyallup Reservation in Pierce County. In the next two years, STRO will be negotiating IGA renewals with the Spokane Tribe, Quinault Indian Nation, Quileute Tribe, Upper Skagit Tribe and the Lummi Nation.

ESA continues to work with the Tribes in developing Washington Administrative Code (WAC) rules that address the appropriate use of State Maintenance of Effort funds and annual reporting on program operations for Tribal TANF programs. The Tribal-State WAC Development Workgroup is nearing completion of a first draft of WAC rules.

In June 2008, in collaboration with ESA partner divisions, STRO began coordinating monthly IPAC ESA/DVR Subcommittee meetings. Subcommittee members recently agreed to hold quarterly meetings. These meetings provide an invaluable forum to get tribal input on critical issues, share accomplishments, and discuss new initiatives and policy changes that may affect tribal members.

In November 2008, the Division of Child Support and STRO co-hosted two events to celebrate ESA's 10th year in honoring National American Indian Heritage Month. ESA held these events to recognize, celebrate and honor the countless ways in which the "First Americans" have enriched our country. Participants enjoyed tribal dancers, American Indian art exhibits, a Tribal elder sharing traditional Indian story telling, informational resources/handouts, and a potluck lunch. The events were well attended by individuals from the state and tribes.

B. DIVISION OF CHILD SUPPORT - TRIBAL RELATIONS TEAM

The DCS Tribal Relations Team (TRT) assists DCS in meeting its commitment to working with Tribes government-to-government as outlined in the Centennial Accord and DSHS Administrative Policy 7.01. TRT coordinates with all regional tribal liaisons on tribal-specific policy and tribal-related case issues and concerns raised by Tribes and tribal members. TRT works closely with STRO in participating in several tribal liaison forums, and attends and assists in preparing ESA leadership for IPAC and IPAC ESA/DVR Subcommittee meetings.

Two TRT major accomplishments this past year include developing an informational brochure and a Strategic Plan in collaboration with Tribes and many other stakeholders. The brochure focuses on providing tribal members and partners with an overview of DCS services and tribal-related resources. The Strategic Plan guides TRT in their efforts to fulfill their mission of leading DCS's tribal relations efforts in partnership with DCS leaders, staff, and Tribes to improve the lives of children and families. For details of their Strategic Plan, see the DCS Tribal Relations Website at www.dshs.wa.gov/dcs/tribal.

On the horizon for TRT is initiating formal tribal outreach and training for Tribes, providing them with options on addressing child support on their respective reservations, building a tribal-focused Child Support Internet Payment Service site for electronic payments, and working with DCS partners to improve tribal affiliation coding on cases.

DCS contracted with the Governor's Office of Indian Affairs (GOIA) to provide Government-to-Government training to the DCS Leadership Team. Participants also included the ESA Assistant Secretary, STRO staff, and other ESA managers and partners. Although members of the DCS Leadership Team had previously attended this class, DCS is committed to ongoing tribal training. This training not only provided participants with contemporary information, but provided a wonderful opportunity for team-building and cross-divisional interaction.

The Colville Confederated Tribes and DCS negotiated an agreement for the Colville Tribal Child Support Program to use the DCS case management system (SEMS) to manage their child support cases. This agreement is the first of its kind.

Washington has six Tribes operating Child Support Programs and two Tribes in the start-up phase. DCS also has five cooperative child support agreements with Tribes who aren't running their own programs. Three Tribes negotiated data share agreements for limited read-only access to SEMS while four Tribes negotiated combined data share agreements for ACES and SEMS. Four Tribes negotiated federal offset agreements allowing DCS to intercept

Internal Revenue Service refunds on their behalf and remitting the funds to the Tribe's child support program.

C. COMMUNITY SERVICES DIVISION

The Department is close to implementing a much-anticipated Tribal Eligibility pilot program with the Port Gamble S'Klallam Tribe. The pilot will allow tribal staff to determine eligibility for food assistance and medical programs for children, families and pregnant women. In May 2009 a signing ceremony will be held to execute the contract for the pilot. The pilot is waiting for final federal approvals from the Centers for Medicare and Medicaid Services (CMS) and Food and Nutrition Services (FNS). Implementation will be a major accomplishment — improving the delivery of critical assistance services in Indian country and providing an excellent example of the benefits derived through effective Tribal-State collaboration and partnership.

The IPAC ESA/DVR Subcommittee established a State-Tribal Income workgroup that is tasked with exploring ways state and tribal staff might improve and enhance cash, medical and food eligibility determinations for tribal members. Workgroup members include representatives from Tribes, Indian Policy and Support Services, Economic Services Administration, Health and Recovery Services Administration, and Aging and Disability Services Administration. The workgroup provides an excellent forum for state and tribal representatives to discuss and resolve issues of mutual concern, and develop collaborative strategies for improving services to Native Americans and Alaska Natives in Washington State.

Core priorities for ESA include feeding more people by getting them enrolled in Basic Food, Washington's food stamp program, and ensuring tribal members are aware of and able to access services. CSD shared important information with Tribes on the October 2008 expansion of the Basic Food Program that boosted the income limit for Basic Food from 130% to 200% of the federal poverty level. In April 2009, Basic Food households also began receiving more food benefits under the federal stimulus package which calls for a 13.6% increase in monthly benefits. CSD provided promotional and outreach campaign materials to Tribes to increase tribal member participation in this important anti-hunger program.

D. OPERATIONS SUPPORT DIVISION

The 7.01 Plan and Progress Report for the Operations Support Division (OSD) is new for SFY 2009. OSD works with Tribes on a government-to-government basis, consistent with the principles of consultation and cooperation set forth in the Centennial Accord and DSHS Administrative Policy 7.01.

OSD provides a full range of services in support of ESA staff and managers, including financial management, quality assurance, information technology, performance and data management, human resources, and facilities management. OSD leads ESA's efforts to maximize the use of technology, data and resource management in the delivery of services that best meet the needs of Tribes and tribal members.

Among the contributions of OSD is the data and budgetary assistance provided for the Tribal Eligibility pilot with the Port Gamble S'Klallam Tribe that has been essential in bringing this Tribal-State initiative close to implementation. In addition, OSD data and fiscal support is critically important in assisting STRO's efforts to negotiate Intergovernmental Agreements with Tribal TANF Tribes. The ongoing financial guidance provided by OSD has benefited both state and tribal programs and enhanced our collaborative partnership.

II. HIGHLIGHTS OF THE 2009-2010 7.01 PLANS & PROGRESS REPORTS

A. COMMUNITY SERVICES DIVISION 7.01 PLAN HIGHLIGHTS & COMMITMENTS

- Regions are working collaboratively with Tribes to enhance capabilities to identify client needs and provide quality services to Native Americans and communities. These efforts include surveys, training sessions, informal and formal meetings, monitoring service receipt, helping tribal program staff and Native American clients complete DSHS paperwork/applications, and providing outstationed services in Indian Country.
- Region 1 partnered with the Spokane Tribe's Tribal TANF program and the Medicine Wheel Academy to bridge the digital divide for Native American youth through the TEConnections project. This project provided more than 75 urban and reservation tribal youth with home computers to use for homework. Regional headquarters staff conducted a series of SOAR training sessions with the Colville and Spokane Tribes. This training is based on a SAMHSA-developed curriculum on SSI/SSDI Outreach, Access and Recovery, and includes an overview of DSHS programs.
- Region 2 is continuing efforts in working with the Yakama Nation Tribal Council to open communication in various ways, such as asking for training to address culturally sensitive areas and developing a formal process to respond to complaints. The region's human resource staff have held three seminars on DSHS hiring policy at the Yakama Agency and provide assistance to individuals when contacted.
- Region 3 holds quarterly State-Tribal meetings to monitor 7.01 Plans, review memorandums of understandings and statistical reports, develop cross-training opportunities, and keep Tribes informed of upcoming policy and procedural changes that could affect service delivery at the local level. CSOs in the region will invite Tribal staff to attend case staffing, and the region's human resource staff will be invited to quarterly meetings to provide guidance on the hiring process. All job postings will be shared with tribes.
- In Region 4, the Urban Native American population is primarily served through the Belltown Community Services Office. Outreach staff participate in community forums focused on Native American issues and provide data to these groups upon request. The region entered into an agreement with the Snoqualmie Tribe to provide an outstationed staff person at the North Bend Family Clinic and Tolt Clinic.

- Region 5 will invite tribal members to attend 7.01 & Government-to-Government training. The Bremerton CSO will conduct on-site WCCC trainings and informational meetings with the Port Gamble S'Klallam Tribe.
- Region 6 is developing ad hoc reports for WorkFirst that compare performance indicators related to Native Americans. This information will assist CSD in identifying issues and gaps in providing services to Native Americans. Region 6 serves 13 Tribes, or 45% of the federally recognized Tribes in Washington State. Of the 13 Tribes, six are operating a Tribal TANF program.

B. DIVISION OF CHILD SUPPORT 7.01 PLAN HIGHLIGHTS & COMMITMENTS

- The Division will continue to require DCS Tribal Liaisons and their supervisors, Claims Officers, and DCS Management to attend the GOIA Government-to-Government training and DSHS Administrative Policy 7.01 training.
- Outreach efforts to interested Tribes are more productive as DCS staff can now access the Support Enforcement Management System (SEMS) on site at many tribal facilities within the state.
- DCS provides pertinent reports, data, and statistics to Tribes when requested.
- DCS seeks to recruit/hire American Indian staff to meet the overall DSHS goal of having a diverse workforce.
- Through community involvement by TRT and the Regional Tribal Liaisons, identify needs of American Indian clients & communities to determine whether current programs and policies meet their needs.
- Region 1 works with the Kalispel Tribe to provide opportunity for parents involved in Indian Child Welfare cases to jointly staff cases and take into consideration other requirements including TANF requirements.
- DCS and the Colville Tribe negotiated a new three-year agreement for the Colville Tribal Child Support Program (CTCSP) to use the Support Enforcement Management System (SEMS) as their case management system. They established a referral process that begins once the Federal Office of Child Support Enforcement approves their IV-D plan. This assures smooth transition of child support services for Tribal members.
- The DCS outstation at the Yakama Reservation allows Region 2 staff to provide direct services to customers, identify outstanding issues/gaps in service, and develop performance expectations around those gaps.
- Region 3 shares training opportunities with Tribes. For example, they invited Title IV-D and IV-A tribal employees to attend the two DCS training academies.

- Region 3 staff work with the Nooksack Tribe and The Tulalip Tribes Child Support Programs to establish referral processes and monthly rate of referrals to assure smooth transition of child support services for Tribal members.
- Region 4 has an ongoing, informal process for 'case staffings' in which a tribal member and a social worker can meet with DCS staff. This process assists tribal members with options, resources and paperwork completion.
- Region 4 seeks Tribal Advocates as a resource for Muckleshoot tribal members. DCS invites Tribal Advocates to participation in the Seattle DCS child support academy training, administrative hearings, conference boards, and job shadows. DCS also encourages Tribal Advocates to visit Divine Alternative for Dads Services (D.A.D.S.).
- Region 5 encourages regular joint line-staff meetings between their Tribal Unit and Puyallup, Port Gamble S'Klallam and Suquamish Tribal employees.
- Region 6 staff are active in their outreach efforts, meeting regularly with the Tribes and attending health fairs throughout the region. Staff make two outreach visits per month to coordinate case transfers to the Quinault Indian Nation, IV-D program.
- Region 6 staff worked with the Makah Tribe to coordinate voluntary child support payments from Tribal Fishermen.
- In conjunction with Shoalwater Bay Tribe Social Services Director, Region 6 staff provided a Child Support 101 presentation to staff from 3 different Tribes, SPIPA and Social Workers from the Aberdeen office of DCFS.

C. OPERATIONS SUPPORT DIVISION 7.01 PLAN HIGHLIGHTS & COMMITMENTS

OSD is committed to providing the following support and services:

- Provide appropriate fiscal services to STRO and Tribal TANF programs, including financial and use of MOE guidance.
- Provide accurate and timely cost estimates, budget and EBT data for the Tribal Eligibility Determination Pilot Project.
- Provide appropriate contract services to STRO and Tribal TANF programs, including oversight and guidance in drafting contracts, reviewing and approving contracts, and conducting training classes.
- Provide appropriate facilities services to STRO, DCS and CSD for tribal related events.
- Meet all committed dates related to system and application support to the Port Gamble Tribal Eligibility Pilot.

- Provide Tribal TANF programs with access to ACES online and technical guidance.
- Provide secure access to appropriate client data using the Benefit Verification System (BVS).
- Provide caseload data and transfer information timely to STRO.
- Provide appropriate data collection services to STRO and Tribal Child Support and Tribal TANF programs.
- Ensure the recruitment and retention of a diverse, well-qualified staff, which includes sending IPSS job announcements so they can forward them to Tribes, urban and community agencies that provide services to American Indians.
- Provide QA expertise in developing guidelines and work plans for the Port Gamble-S'Klallam Tribe in Tribal Basic Food and Tribal Medicaid.

